

2013 Colorado Department of Health Care Policy and Financing Medicaid and CHP+ CAHPS Surveys

Colorado Department of Health Care Policy and Financing
September 26, 2013

Overview/Background

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CAHPS and Colorado Medicaid and CHP+

CAHPS Survey:

- CAHPS Surveys are a set of standardized surveys designed to capture consumers' and patients' perspectives on health care quality.
- The CAHPS Health Plan Survey is administered by commercial, Medicaid, and Medicare plans, and Children's Health Insurance Programs.

CAHPS Survey Findings:

- Are used to improve overall member satisfaction with health plans.
- Are used to ensure members have timely access to high quality health care services.
- Are provided to health plans to assist in the development and implementation of quality improvement (QI) strategies.
- Can be submitted to NCQA and/or NCBD for inclusion in national benchmarking, reporting, and health plan accreditation.

Methodology

Sampling Procedures

Sampling Procedures

- Adult and child Medicaid members and CHP+ members were sampled separately.
 - For the adult Medicaid population, HSAG utilized the CAHPS 5.0 Adult Medicaid Health Plan Survey, which requires a sample size of 1,350 clients per standard NCQA specifications.
 - For the child Medicaid population, HSAG utilized the CAHPS 5.0 Child Medicaid Health Plan Survey with the Children with Chronic Conditions (CCC) measurement set, which requires a sample size of 1,650 clients for the general child sample and 1,840 clients for the CCC supplemental sample per standard NCQA specifications.

Methodology

Sampling Procedures

Sampling Procedures (continued)

- For the CHP + plans, HSAG utilized the CAHPS 5.0 Child Medicaid Health Plan Survey without CCC measurement set, which requires a minimum sample size of 1,650 child members per standard NCQA specifications.

Methodology

Survey Data Analysis

Core Items Assessed in Survey

- **Global Ratings**
 - Rating of Health Plan
 - Rating of All Health Care
 - Rating of Personal Doctor
 - Rating of Specialist Seen Most Often
- **Composite Measures**
 - Getting Needed Care
 - Getting Care Quickly
 - How Well Doctors Communicate
 - Customer Service
 - Shared Decision Making
- **CCC Composites/Items**
(Child Medicaid population only)
 - Access to Prescription Medicines
 - Access to Specialized Services
 - Family Centered-Care (FCC):
Personal Doctor Who Knows Child
 - FCC: Getting Needed Information
 - Coordination of Care for Children with Chronic Conditions

Methodology

Survey Data Analysis

CAHPS Analysis

- **Adult Medicaid (FFS and PCPP)**
 - NCQA Comparisons
 - 3 Year Trend Analysis (i.e., 2011, 2012, and 2013)
 - Plan Comparisons
 - Priority Assignments
- **CHP+**
 - NCQA Comparisons
 - 2 Year Trend Analysis (i.e., 2011 and 2013)
 - Plan Comparisons
 - Priority Assignments
- **Child Medicaid (FFS, PCPP, DHMC, and RMHP)**
 - **General Child Results**
 - NCQA Comparisons
 - 3 Year Trend Analysis (i.e., 2011, 2012, and 2013)
 - Plan Comparisons
 - Priority Assignments
 - **CCC Results**
 - Plan Comparisons

Adult Medicaid Findings

Adult Medicaid Findings












































Response Rates

	Total Sample*	Ineligible Records	Eligible Sample	Total Respondents	Response Rates	
Plan Name	FY 12-13	FY 12-13	FY 12-13	FY 12-13	FY 11-12	FY 12-13
Adult Medicaid Program	3,915	243	3,672	1,090	28.95%	29.68%
Medicaid FFS	2,160	116	2,044	563	27.43%	27.54%
Medicaid PCPP	1,755	127	1,628	527	30.52%	32.37%

**Please note: The total sample sizes for each plan differed given the difference in sampling methodologies and percent of oversample employed for each.*





Adult Medicaid Findings

NCQA Comparisons Results

	FFS	PCPP
Global Rating		
Rating of Health Plan		
Rating of All Health Care	 	 
Rating of Personal Doctor	 	  
Rating of Specialist Seen Most Often	 	 
Composite Measure		
Getting Needed Care	  	  
Getting Care Quickly	 	  
How Well Doctors Communicate	  	  
Customer Service		  
90th Percentile or Above	25th – 49th Percentiles	Below 25th Percentile
   	 	

Adult Medicaid Findings

Trending Results

	FFS	PCPP
Global Rating		
Rating of Health Plan	 44.8	 51.2
Rating of Personal Doctor	—	 62.0
Composite Measure		
Customer Service	 79.6	—

- ▲ indicates the 2013 score is significantly higher than the 2012 score
- ▼ indicates the 2013 score is significantly lower than the 2012 score
- ▲ indicates the 2013 score is significantly higher than the 2011 score
- ▼ indicates the 2013 score is significantly lower than the 2011 score

Adult Medicaid Findings

Plan Comparisons Results

	FFS	PCPP
Global Rating	FY 12-13	FY 12-13
Rating of Health Plan	45.4% ↓	50.6% ↑
Rating of All Health Care	46.1% ⇔	48.3% ⇔
Rating of Personal Doctor	60.6% ⇔	61.4% ⇔
Rating of Specialist Seen Most Often	60.1% ⇔	58.1% ⇔
Composite Measure		
Getting Needed Care	81.9% ⇔	81.8% ⇔
Getting Care Quickly	79.2% ⇔	81.0% ⇔
How Well Doctors Communicate	88.5% ⇔	87.3% ⇔
Customer Service	79.6% ⇔	84.3% ⇔
Shared Decision Making	54.7% ⇔	50.0% ⇔

- ↑ = Indicates a plan performed statistically better than the comparative plan
 ⇔ = Indicates a plan is not statistically different than the comparative plan
 ↓ = Indicates a plan performed statistically worse than the comparative plan

Adult Medicaid Findings

Supplemental Items Results

Follow Up on Blood Test, X-ray, or Other Test Results								
	Never		Sometimes		Usually		Always	
	N	%	N	%	N	%	N	%
Medicaid FFS	29	7.7%	54	14.4%	83	22.1%	210	55.9%
Medicaid PCPP	19	4.8%	47	11.8%	86	21.7%	245	61.7%

Specific Goals for Health				
	Yes		No	
	N	%	N	%
Medicaid FFS	242	63.9%	137	36.1%
Medicaid PCPP	270	68.0%	127	32.0%

N = Indicates the number of respondents to the survey question

Adult Medicaid Findings

Supplemental Items Results

Difficulty with Taking Care of Health				
	Yes		No	
	N	%	N	%
Medicaid FFS	173	45.6%	206	54.4%
Medicaid PCPP	168	42.9%	224	57.1%

Asked about Emotional Health				
	Yes		No	
	N	%	N	%
Medicaid FFS	190	49.5%	194	50.5%
Medicaid PCPP	185	47.1%	208	52.9%

N = Indicates the number of respondents to the survey question

Adult Medicaid Findings

Supplemental Items Results

Talked about Things that Worry or Cause Stress				
	Yes		No	
	N	%	N	%
Medicaid FFS	182	48.0%	197	52.0%
Medicaid PCPP	172	43.4%	224	56.6%

Talked about Problems, Substance Use, or Other Illness				
	Yes		No	
	N	%	N	%
Medicaid FFS	144	37.8%	237	62.2%
Medicaid PCPP	144	36.5%	251	63.5%

N = Indicates the number of respondents to the survey question

Adult Medicaid Findings

Supplemental Items Results

Personal Doctor Understood Clients' Health Care Matters								
	Never		Sometimes		Usually		Always	
	N	%	N	%	N	%	N	%
Medicaid FFS	11	3.7%	36	12.1%	86	28.9%	165	55.4%
Medicaid PCPP	12	3.4%	44	12.5%	97	27.5%	200	56.7%

Confused about Next Steps for Management of Own Health				
	Yes		No	
	N	%	N	%
Medicaid FFS	48	16.4%	245	83.6%
Medicaid PCPP	55	15.6%	298	84.4%

N = Indicates the number of respondents to the survey question

Adult Medicaid Findings

Supplemental Items Results

Neighborhood Resources to Support Health Management				
	Yes		No	
	N	%	N	%
Medicaid FFS	127	35.0%	236	65.0%
Medicaid PCPP	130	30.8%	292	69.2%

Flu Shots						
	Yes		No		Don't Know	
	N	%	N	%	N	%
Medicaid FFS	263	49.6%	258	48.7%	9	1.7%
Medicaid PCPP	321	64.1%	172	34.3%	8	1.6%

N = Indicates the number of respondents to the survey question

Child Medicaid Findings

Child Medicaid Findings

Response Rates

	Total Sample*	Ineligible Records	Eligible Sample	Total Respondents	Response Rates	
Plan Name	FY 12-13	FY 12-13	FY 12-13	FY 12-13	FY 11-12	FY 12-13
Colorado Child Medicaid Program	15,814	264	15,550	4,112	24.24%	26.44%
Medicaid FFS	3,490	59	3,431	987	26.30%	28.77%
Medicaid PCPP	3,313	105	3,208	950	25.33%	29.61%
DHMC	5,687	13	5,674	1,424	23.52%	25.10%
RMHP	3,324	87	3,237	751	21.94%	23.20%

**Please note: NCQA protocol allows oversampling in 5 percent increments; therefore, total sample sizes for health plans may differ, since the percent of oversample may vary among health plans.*

Child Medicaid Findings

NCQA Comparisons Results

	FFS	PCPP	DHMC	RMHP
Global Rating				
Rating of Health Plan	HH	HHH	HHHH	HHH
Rating of All Health Care	HHH	HHHHH	HHHHH	HHHH
Rating of Personal Doctor	HHHH	HHHH	HHHHH	HHHHH
Rating of Specialist Seen Most Often	HHHHH*	HH*	HHHHH	HHHHH*
Composite Measure				
Getting Needed Care	HHHHH	HHHH	HH	HHHHH
Getting Care Quickly	HHH	HHHHH	H	HHHHH
How Well Doctors Communicate	HHH	HHHHH	HHH	HHHHH
Customer Service	HHHH*	HHHH	HH	HHHH*

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (*). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.

90th Percentile or
Above

HHHHH

75th – 89th
Percentiles

HHHH

50th – 74th
Percentiles

HHH

25th – 49th
Percentiles

HH

Below 25th
Percentile

H

Child Medicaid Findings

Trending Results

	FFS	PCPP	DHMC	RMHP
Global Rating				
Rating of Specialist Seen Most Often	—	—	▲ 81.4	—
Composite Measure				
Getting Needed Care	▲ 88.3	—	▲ 81.6	▲ 93.1
Getting Care Quickly	—	—	—	▲ 93.6
How Well Doctors Communicate	—	—	▲ 94.7	▲ 97.3
Customer Service	▲ 87.9*	▲ 88.7	▲ 86.4	—

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- ▼ indicates the 2013 score is significantly lower than the 2012 score
- ▲ indicates the 2013 score is significantly higher than the 2011 score
- ▼ indicates the 2013 score is significantly lower than the 2011 score

Child Medicaid Findings

Plan Comparisons Results: General Child

	FFS	PCPP	DHMC	RMHP
Global Rating	FY 12-13	FY 12-13	FY 12-13	FY 12-13
Rating of Health Plan	65.5% ⇔	65.7% ⇔	67.1% ⇔	69.2% ⇔
Rating of All Health Care	61.3% ⇔	66.4% ⇔	66.0% ⇔	66.2% ⇔
Rating of Personal Doctor	71.3% ⇔	75.1% ⇔	79.5% ⇔	75.9% ⇔
Rating of Specialist Seen Most Often	70.3%* ⇔	65.7%* ⇔	79.9% ⇔	70.6%* ⇔
Composite Measure				
Getting Needed Care	88.7% ⇔	87.2% ⇔	80.1% ↓	93.8% ↑
Getting Care Quickly	90.3% ⇔	93.3% ↑	79.0% ↓	92.9% ↑
How Well Doctors Communicate	94.0% ⇔	95.4% ⇔	94.9% ⇔	97.3% ↑
Customer Service	88.4%* ⇔	89.2% ⇔	85.0% ⇔	89.6%* ⇔
Shared Decision Making	58.5% ⇔	58.8%* ⇔	59.7% ⇔	59.5%* ⇔

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

↑ = Indicates a plan performed statistically better than the State average

⇔ = Indicates a plan is not statistically different than the State average

↓ = Indicates a plan performed statistically worse than the State average

Child Medicaid Findings

Supplemental Items Results

Given Information about After-Hours Care				
	Yes		No	
	N	%	N	%
Medicaid FFS	197	62.3%	119	37.7%
Medicaid PCPP	214	70.4%	90	29.6%

Child Needed After-Hours Care				
	Yes		No	
	N	%	N	%
Medicaid FFS	92	29.7%	218	70.3%
Medicaid PCPP	70	23.1%	233	76.9%

N = Indicates the number of respondents to the survey question

Child Medicaid Findings

Supplemental Items Results

Access to After-Hours Care								
	Never		Sometimes		Usually		Always	
	N	%	N	%	N	%	N	%
Medicaid FFS	13	14.3%	15	16.5%	17	18.7%	46	50.5%
Medicaid PCPP	4	5.9%	8	11.8%	16	23.5%	40	58.8%

Patient Reminders				
	Yes		No	
	N	%	N	%
Medicaid FFS	189	56.6%	145	43.4%
Medicaid PCPP	189	52.4%	172	47.6%

N = Indicates the number of respondents to the survey question

Child Medicaid Findings

Supplemental Items Results

Courtesy of Clerks and Receptionists								
	Never		Sometimes		Usually		Always	
	N	%	N	%	N	%	N	%
Medicaid FFS	4	1.2%	24	7.2%	75	22.6%	229	69.0%
Medicaid PCPP	15	4.2%	15	4.2%	68	19.0%	259	72.5%

N = Indicates the number of respondents to the survey question

Child Medicaid Findings

Plan Comparisons Results: CCC

	FFS	PCPP	DHMC	RMHP
Global Rating	FY 12-13	FY 12-13	FY 12-13	FY 12-13
Rating of Health Plan	59.4% ↔	61.4% ↔	60.9% ↔	69.0% ↑
Rating of All Health Care	59.5% ↔	64.9% ↔	58.2% ↔	57.7% ↔
Rating of Personal Doctor	72.5% ↔	73.8% ↔	79.1% ↔	74.1% ↔
Rating of Specialist Seen Most Often	75.0% ↔	67.8% ↔	81.0% *↔	72.1% ↔
Composite Measure				
Getting Needed Care	86.4% ↔	88.4% ↔	82.5% ↔	91.1% ↑
Getting Care Quickly	90.2% ↔	93.8% ↑	81.8% ↓	93.4% ↑
How Well Doctors Communicate	94.6% ↔	93.8% ↔	93.1% ↔	94.2% ↔
Customer Service	92.6% *↔	88.7% ↔	82.2% ↔	87.7% *↔
Shared Decision Making	62.9% ↔	60.4% ↔	59.4% ↔	68.0% ↔

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

↑ = Indicates a plan performed statistically better than the CCC State average

↔ = Indicates a plan is not statistically different than the CCC State average

↓ = Indicates a plan performed statistically worse than the CCC State average

Child Medicaid Findings

Plan Comparisons Results: CCC

	FFS	PCPP	DHMC	RMHP
CCC Composite and Items				
Access to Specialized Services	78.5% ⇔	76.1%* ⇔	63.2%* ↓	84.4%* ↑
FCC: Personal Doctor Who Knows Child	89.4% ⇔	88.4% ⇔	90.8% ⇔	91.7% ⇔
Coordination of Care for CCC	76.9% ⇔	76.6% ⇔	80.2%* ⇔	82.9% ⇔
Access to Prescription Medicines	91.9% ⇔	93.0% ⇔	88.6% ⇔	96.5% ↑
FCC: Getting Needed Information	90.9% ⇔	91.5% ⇔	89.3% ⇔	94.4% ⇔

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

- ↑ = Indicates a plan performed statistically better than the CCC State average
- ⇔ = Indicates a plan is not statistically different than the CCC State average
- ↓ = Indicates a plan performed statistically worse than the CCC State average

CHP+ Findings

CHP+ Findings

















































































































Response Rates

	Total Sample*	Ineligible Records	Eligible Sample	Total Respondents	Response Rates
Plan Name	FY 12-13	FY 12-13	FY 12-13	FY 12-13	FY 12-13
Colorado CHP+ Program	9,227	271	8,956	3,615	40.36%
Colorado Access	1,733	43	1,690	678	40.12%
Colorado Choice	562	15	547	252	46.07%
DHMP	1,733	58	1,675	689	41.13%
Kaiser	1,733	40	1,693	736	43.47%
RMHP	1,733	47	1,686	723	42.88%
SMCN	1,733	68	1,665	537	32.25%

** Please note: NCQA specifications require a sample of 1,650 members for the CAHPS child survey. Colorado Choice did not meet the minimum sample size criteria. NCQA protocol allows oversampling in 5 percent increments; therefore, total sample sizes for health plans may differ, since the percent of oversample may vary among health plans.*

CHP+ Findings

NCQA Comparisons Results

	CO Access	CO Choice	DHMP	Kaiser	RMHP	SMCN
Global Rating						
Rating of Health Plan			 	 		
Rating of All Health Care	 		  	   	  	
Rating of Personal Doctor			   	   	   	
Rating of Specialist Seen Most Often	 	   *	     *	 		 *
Composite Measure						
Getting Needed Care	  	    		   	    	 
Getting Care Quickly	 	    		 	   	
How Well Doctors Communicate	 	  	 	    	  	 
Customer Service	 	 *		  		

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

90th Percentile or Above

75th – 89th Percentiles

50th – 74th Percentiles

25th – 49th Percentiles

Below 25th Percentile



CHP+ Findings

Trending Results

	CO Access	DHMP	Kaiser	RMHP	SMCN
Global Rating					
Rating of All Health Care	—	▲ 62.0	—	—	—
Rating of Personal Doctor	—	—	▲ 76.5	—	—
Rating of Specialist Seen Most Often	—	▲ 80.0*	▲ 68.1	▼ 56.6	—
Composite Measure					
Getting Needed Care	—	▲ 76.8	—	—	—
Customer Service	▲ 86.2	▲ 80.8	—	▲ 84.1	▲ 81.5

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.*

▲ indicates the 2013 score is significantly higher than the 2011 score

▼ indicates the 2013 score is significantly lower than the 2011 score

CHP+ Findings

Plan Comparisons Results

	CO Access	CO Choice	DHMP	Kaiser	RMHP	SMCN
Global Rating						
Rating of Health Plan	59.1% ↔	54.7% ↔	57.9% ↔	63.2% ↑	56.4% ↔	45.4% ↓
Rating of All Health Care	58.7% ↔	56.5% ↔	59.3% ↔	66.2% ↑	58.5% ↔	48.9% ↓
Rating of Personal Doctor	65.8% ↔	64.6% ↔	75.9% ↑	77.3% ↑	71.9% ↔	62.2% ↓
Rating of Specialist Seen Most Often	68.1% ↔	68.1%* ↔	81.4%* ↑	66.8% ↔	56.8% ↓	64.1%* ↔
Composite Measure						
Getting Needed Care	83.1% ↔	85.2% ↔	78.0% ↔	86.5% ↔	86.8% ↔	82.9% ↔
Getting Care Quickly	87.4% ↔	94.0% ↑	79.9% ↓	88.6% ↔	91.6% ↑	87.9% ↔
How Well Doctors Communicate	93.2% ↔	94.2% ↔	92.4% ↔	95.7% ↔	94.2% ↔	92.6% ↔
Customer Service	86.2% ↔	84.6%* ↔	80.0% ↔	88.9% ↑	84.2% ↔	81.6% ↔
Shared Decision Making	50.1% ↔	46.1%* ↔	60.1%* ↑	50.8% ↔	51.0% ↔	43.0%* ↔

Please note: CAHPS scores with fewer than 100 respondents are denoted with an asterisk (*). If there are fewer than 100 respondents for a CAHPS measure, caution should be exercised when interpreting these results.

↑ = Indicates a plan performed statistically better than the CHP+ Program average

↔ = Indicates a plan is not statistically different than the CHP+ Program average

↓ = Indicates a plan performed statistically worse than the CHP+ Program average

Conclusions

Conclusions

Adult Medicaid

NCQA Comparisons:

- FFS and PCPP did not score at or above the 75th percentile on any of the measures.

Trending Results:

- FFS showed a significant increase in rate on one measure from the prior year; however, FFS also showed a significant decrease in rate for one of the measures from the prior year(s).
- PCPP showed a significant decrease in rates from prior year(s) on two of the eight trendable measures.




Plan Comparisons:

- PCPP performed statistically better than FFS on one of the nine measures.

Conclusions

Adult Medicaid

NCQA Comparisons: Below the 25th Percentile

	FFS	PCPP
Global Rating		
Rating of Health Plan		
Composite Measure		
Customer Service		—

Conclusions

Adult Medicaid

FFS High Performance Areas:

- None

FFS Low Performance Areas:

- Rating of Health Plan
- Customer Service

PCPP High Performance Areas:

- None

PCPP Low Performance Areas:

- Rating of Health Plan

High Performance = Indicates a plan performed at or above the 90th percentile

Low Performance = Indicates a plan performed below the 25th percentile

Conclusions

Child Medicaid

NCQA Comparisons:

- The plans had varied performance across measures.
- FFS and RMHP scored at or above the 90th percentile on two and five measures, respectively.
- PCPP and DHMC each scored at or above the 90th percentile on three measures; however, DHMC also scored below the 25th percentile on one measure.

Trending Results:

- PCPP, FFS, RMHP, and DHMC showed a significant increase in rates on one, two, three, and four of the eight trendable measure(s), respectively, from the prior year(s).
- None of the plans showed a significant decrease in rates from the previous two years.

Conclusions

Child Medicaid

Plan Comparisons:

- For the general child population, DHMC performed statistically worse than the State average on two of the nine measures, while PCPP and RMHP performed statistically better than the State average on one and three measure(s), respectively.
- For the CCC population, PCPP and RMHP performed statistically better than the CCC State average on one and five measure(s), respectively, while DHMC performed statistically worse than the CCC State average on two measures.

Conclusions

Child Medicaid

FFS High Performance Areas:

- Rating of Specialist Seen Most Often
- Getting Needed Care

FFS Low Performance Areas:

- None

PCPP High Performance Areas:

- Rating of All Health Care
- Getting Care Quickly
- How Well Doctors Communicate

PCPP Low Performance Areas:

- None

DHMC High Performance Areas:

- Rating of All Health Care
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often

DHMC Low Performance Areas:

- Getting Care Quickly

RMHP High Performance Areas:

- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Needed Care
- Getting Care Quickly
- How Well Doctors Communicate

RMHP Low Performance Areas:

- None

High Performance = Indicates a plan performed at or above the 90th percentile

Low Performance = Indicates a plan performed below the 25th percentile

Conclusions

CHP+

NCQA Comparisons:

- Colorado Choice and DHMP each scored at or above the 90th percentile on two measures. Kaiser scored at or above the 90th percentile on three measures, and RMHP scored at or above the 90th percentile on one measure.
- Colorado Access did not score at or above the 75th percentile on any of the measures, and the SMCN did not score at or above the 50th percentile on any of the measures.

Trending Results:

- Colorado Access, RMHP, and the SMCN each showed a significant increase in rate on one of the eight trendable measures from the prior year; however, RMHP also showed a significant decrease in rate on one measure.
- DHMP and Kaiser showed a significant increase in rates on four and two measures, respectively, from the prior year.

Conclusions

CHP+

Plan Comparisons:

- DMHP and Kaiser performed statistically better than the CHP+ Program average on three and four measures, respectively. Colorado Choice and RMHP each performed statistically better than the CHP+ Program average on one of the nine measures.
- SMCN performed statistically worse than the CHP+ Program average on three of the nine measures.

Conclusions

CHP+

NCQA Comparisons: Below the 25th Percentile

	CO Access	CO Choice	DHMP	RMHP	SMCN
Global Rating					
Rating of Health Plan	H	H	—	H	H
Rating of All Health Care	—	H	—	—	H
Rating of Personal Doctor	H	H	—	—	H
Rating of Specialist Seen Most Often	—	—	—	H	H*
Composite Measure					
Getting Needed Care	—	—	H	—	—
Getting Care Quickly	—	—	H	—	H
Customer Service	—	H*	H	H	H

* If the plan had fewer than 100 respondents for a measure, caution should be exercised when interpreting these results.

Conclusions

CHP+

Colorado Access High Performance Areas:

- None

Colorado Access Low Performance Areas:

- Rating of Health Plan
- Rating of Personal Doctor

Colorado Choice High Performance Areas:

- Getting Needed Care
- Getting Care Quickly

Colorado Choice Low Performance Areas:

- Rating of Health Plan
- Rating of All Health Care
- Rating of Personal Doctor
- Customer Service

DHMP High Performance Areas:

- Rating of Personal Doctor
- Rating of Specialist Seen Most Often

DHMP Low Performance Areas:

- Getting Needed Care
- Getting Care Quickly
- Customer Service

High Performance = Indicates a plan performed at or above the 90th percentile

Low Performance = Indicates a plan performed below the 25th percentile

Conclusions

CHP+

Kaiser High Performance Areas:

- Rating of All Health Care
- Rating of Personal Doctor
- How Well Doctors Communicate

Kaiser Low Performance Areas:

- None

RMHP High Performance Areas:

- Getting Needed Care

RMHP Low Performance Areas:

- Rating of Health Plan
- Rating of Specialist Seen Most Often
- Customer Service

SMCN High Performance Areas:

- None

SMCN Low Performance Areas:

- Rating of Health Plan
- Rating of All Health Care
- Rating of Personal Doctor
- Rating of Specialist Seen Most Often
- Getting Care Quickly
- Customer Service

High Performance = Indicates a plan performed at or above the 90th percentile

Low Performance = Indicates a plan performed below the 25th percentile

Conclusions

General Recommendations

Adult and Child Medicaid Common Low Performance Areas and Recommendations:

- **Rating of Health Plan**
 - Alternatives to One-on-One Visits
 - Health Plan Operations
 - Online Patient Portal
 - Promote Quality Improvement Initiatives
- **Customer Service**
 - Evaluation of Call Centers
 - Creating an Effective Customer Service Training Program
 - Customer Service Performance Measures
- **Getting Care Quickly**
 - Decrease No-Show Appointments
 - Electronic Communication
 - Nurse Advice Help Line
 - Open Access Scheduling
 - Patient Flow Analysis

Conclusions

General Recommendations

CHP+ Program

Common Low Performance Areas and Recommendations:

- **Rating of Health Plan**
 - Alternatives to One-on-One Visits
 - Health Plan Operations
 - Online Patient Portal
 - Promote Quality Improvement Initiatives
- **Rating of All Health Care**
 - Access to Care
 - Patient and Family Advisory Councils
- **Rating of Personal Doctor**
 - Maintain Truth in Scheduling
 - Patient-Direct Feedback
 - Physician-Patient Communication
 - Improved Shared Decision Making
- **Rating of Specialist Seen Most Often**
 - Planned Visit Management
 - Skills Training for Specialists
 - Telemedicine
- **Customer Service**
 - Evaluation of Call Centers
 - Creating an Effective Customer Service Training Program
 - Customer Service Performance Measures

Conclusions

General Recommendations

State-Level Best Practices:

Financial Incentives:

- Performance Bonus Awards
 - The performance bonus award is based on cumulative points derived from HEDIS and CAHPS data (e.g., Getting Needed Care, Getting Care Quickly, and Rating of Health Plan).
 - Plans that score significantly better than the State average receive a performance bonus.
 - Financial incentive has resulted in the progressive improvement in member satisfaction scores over time.

Conclusions

General Recommendations

State-Level Best Practices:

Financial Incentives:

- Performance Evaluations and Fees at Risk
 - Overall satisfaction scores are determined for each plan using the integration of both Adult and Child CAHPS data.
 - The CAHPS-derived overall satisfaction scores serve as a minimum performance standard.
 - Plans that do not meet minimum performance standard
 - Forfeit at risk fees (e.g., 1 percent of capitation fees put at risk).
 - Are not considered for incentives of up to \$250,000 per plan per year.
 - Financial incentives have resulted in improvements in plan performance over time.

Non-Financial Incentives:

- Public Reporting

Conclusions

General Recommendations

Oversampling:

- HSAG continues to recommend the use of oversampling for all plans. The number of non-reportable measures in Colorado is considerably higher than observed in other States.

Data Information Systems:

- Ensure accurate capture of client contact information in information systems to yield higher response rates and more reportable measures.

Identifying Areas for Improvement:

Identify QI Opportunities and Monitor Interventions

- Conducting a correlation analysis to assess if specific issues are related to overall ratings (i.e., those question items or composites that are predictors of rating scores).

Conclusions

General Recommendations

Identifying Areas for Improvement:

Extension to Other Types of Surveys

- Conducting focus groups and interviews to determine what specific issues are causing low satisfaction ratings.
 - Provider Assessment Surveys
 - Provider Satisfaction Surveys
 - Clinician Group Surveys
 - Facility Surveys

Conclusions

General Recommendations

Identifying Areas for Improvement:

Extension to Other Types of Surveys

- Conducting focus groups and interviews to determine what specific issues are causing low satisfaction ratings.
 - Provider Assessment Surveys
 - Provider Satisfaction Surveys
 - Clinician Group Surveys
 - Facility Surveys

Conclusions

Accountability and Improvement of Care

Domain	Composite	Who Is Accountable?	
		Health Plan	Provider Network
Access	Getting Needed Care	X	X
	Getting Care Quickly		X
Interpersonal Care	How Well Doctors Communicate		X
	Shared Decision Making		X
Plan Administrative Services	Customer Service	X	
Personal Doctor			X
Specialist			X
All Health Care		X	X
Health Plan		X	

Edgman-Levitan S, et al. *The CAHPS Improvement Guide: Practical Strategies for Improving Patient Care Experience*. Department of Health Care Policy Harvard Medical School. October 2003.

CAHPS Survey

Questions